Digital Programme Manager

DIRECTORATE:	Engagement & Fundraising
SECTION:	Digital
REPORTING TO:	Head of Digital
CONTRACT:	Permanent
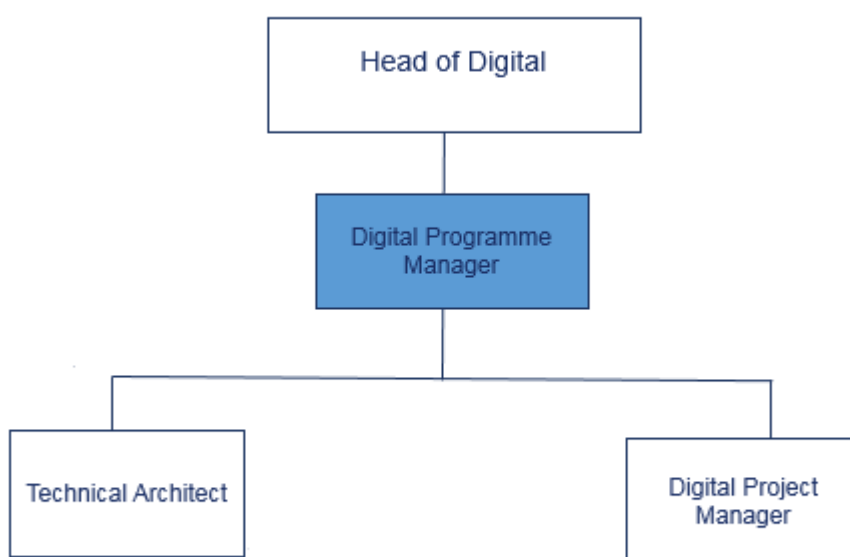
OVERALL PURPOSE OF THE JOB

The role will be responsible for leading and shaping a programme of planned digital development, with a variety of budgets and duration, to deliver the customer experience agenda and maximise opportunities to drive increased revenue. Working in a collaborative and structured way, the job holder will partner closely with a wide range of stakeholders to successfully deliver a variety of projects that ensure products are integrated with key business systems.

WORKING RELATIONSHIPS:

Inside Diabetes UK
Digital marketing and fundraising specialists, project leads at all levels across the organisation and colleagues across other departments, including IT and Business Support.
Outside Diabetes UK
Key contact for external agencies and responsible for managing relationships between them and internal clients.

MAIN DUTIES AND RESPONSIBILITIES:

- Shape and define a programme of digital projects and platform improvements, including timetabling and allocating work to team members and selecting agency partners
- Manage multiple projects and resources from conception to implementation whilst driving for continuous improvement
- Partner with product owners to ensure all projects have defined scope and clear business objectives
- Act as a bridge with external agencies and manage the relationship between external agencies and internal clients to ensure multiple stakeholder team delivery
- Report on the programme of work to the Digital Programme Board and governance committees to ensure the successful and effective delivery of the programme vision and that necessary stakeholders are kept update, consulted and contracted with, for decisions and escalations
- Operate within an effective governance environment so all projects are reported on a regular basis and timely fashion, as well as delivered on time, within budget and to the highest standards.
- Lead project manager for some key projects
- Champion and support the development of agile project management techniques, particularly the consistent use of user stories to gather requirements and prioritise work
- Work with information governance to ensure all relationships with external suppliers are compliant
- Partner with IT and Data teams to ensure all front end developments work alongside our back end infrastructure

PERSON SPECIFICATION:

The best person for this job will be able to:

- Demonstrate knowledge and a keen interest in the technologies underpinning the development of a digital platform
- Translate and articulate technical information to a non-technical audience
- Work under pressure and to tight deadlines
- Driven and solution focused
- A strong communicator, who has excellent interpersonal skills and with the ability to work with and influence a broad range of internal and external stakeholders

The best person for this job will have experience in:

- Planning, managing, delivering and evaluating a wide range of digital projects
- Managing and monitoring budgets
- Developing good working relationships with senior stakeholders, product owners and project teams
- Agency selection and management
- Agile project management and using audience insight to develop effective digital products
- Reporting on progress on complex digital initiative to digital committees and project groups

The best person for this job will be:

- Educated to degree level or equivalent professional experience
- A creative and innovative thinker who is passionate about digital design, usability and accessibility